DEPARTMENT: James City Service Authority/Customer Service

NATURE OF WORK:

Performs responsible clerical work in the collection process for current and delinquent JCSA utility accounts.

Duties are performed under the general supervision of the Customer Service Supervisor.

ESSENTIAL FUNCTIONS OF THE JOB:

Uploads payment packets from HRUBS, verify for accuracy. Contacts HRSD when discrepancies are found.

Posts payment packets on a daily basis to utility billing system.

Monitors different billing cycles due dates to determine when daily cash receipt packets should be processed and updated against customer accounts.

Maintains file of payment extensions given to customers and monitors that information on HRSD system.

Makes sure HRSD does not cut off and generates memorandum to HRSD to add to cut-off process if not paid as agreed.

Generates cut-off list for different billing cycles. Compares with list generated by HRSD. Follow up on discrepancies. Generates memorandum to HRSD to add those not on their list to cut-off process.

Reviews HRSD cut-off list for new tenants, adjustments, etc. Reviews with HRSD verbally. Makes copies of list for customer service representatives.

Reviews HRSD cut-off list after cut-offs are complete. Takes any appropriate action.

Liens

- Monitors delinquent accounts and generates correspondence to property owner of JCSA intent to file lien.
- Prepares paperwork for County Attorney's Office to file lien.
- Maintains database on PC of liens filed/released.
- Monitors accounts and generates paperwork to release liens as accounts paid.
- Maintains hardcopy back-up of liens filed and released memorandums.

- Monitors payments made on lien accounts. Contact HRSD to transfer appropriate funds to cover liens. This is necessary because HRSD prorates all payments.

Bankruptcies

- Notifies appropriate account clerk of receipt of Notice of Bankruptcy so that pre- and post-petition debt can be determined.
- Prepares "Proof of Claim" for filing where appropriate.
- Creates and maintains file of all documentation regarding customer bankruptcy.
- Monitors bankruptcy for write-off/collection as appropriate (discharged vs. dismissed).
- Coordinates activity as necessary through County Attorney's Office.
- Make contact with HRSD on bankruptcies as needed.

Maintains files on prepaid water/sewer connections and guaranteed sewer connections on PC. Updates files as connections are used or transferred by the owner.

Reviews system facility charges collected monthly and prepares availability fees report for Customer Service Supervisor.

Generates bills based on information provided by shop for construction work done and for meter tampering. Sends Second Notices and posts payments as appropriate. Transmits information to FMS and assists FMS with monthly reconciliation.

Establishes files for customers qualifying for any one of three different payment plans; set-up file on PC; breaks out principal and interest portion of payment in receipt book; posts payment to PC account; monitors delinquencies and contacts delinquent customers; generates quarterly report to FMS and helps FMS reconcile.

Monitors yearly deferred assessments from Community Development.

Acts in the absence of the Customer Service Supervisor.

Prepares daily deposit of JCSA General Fund monies; forwards paperwork to FMS and Customer Service Supervisor accordingly.

Resolves errors/discrepancies in customer payments made through HRUBS

Assists with duties of Customer Service Representatives as required.

Performs work safely in accordance with departmental safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to supervisor.

Acts as cashier, processing walk-in customers and drop-box payments through HRSD cashiering system.

Acts as receptionist for the department.

Determines availability fees for customers and types contracts for tap fees and HRSD fees.

Monitors work orders for meter installations, new water and/or sewer service connections and logs in completed work orders.

Administers the State Set-Off Debt program for the JCSA.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Work involves frequent contact with the public, often dealing with unpleasant circumstances. Due to the nature and volume of calls and inquiries, work can become demanding and stressful. Operates office equipment to include telephone, computer keyboard, calculator, copy machine, and two-way radio.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of operations and activity of JCSA.

Thorough knowledge of office system practices relative to this position.

Thorough knowledge of basic mathematic calculations.

Considerable knowledge of bookkeeping terminology and methods.

Some mechanical knowledge of plumbing and water/sewer connections.

Some knowledge of physical geography of County.

General knowledge of other County departmental operations.

Ability to communicate tactfully and effectively both orally and in writing.

Ability to read and understand complex written material and instructions.

Ability to exercise appropriate judgement in establishing priorities and work methods.

Ability to establish and maintain effective work relationships with other employees and general public.

Ability to type and use peripheral computer equipment with reasonable speed and accuracy.

Knowledge of Windows, Word Perfect for Windows, Excel, PC File, Lotus, Hansen, and HRSD systems.

Ability to establish and maintain record keeping systems as required.

Ability to research information and compile reports and correspondence as assigned.

Ability to resolve problems and complaints and deal with irate customers effectively.

Ability to understand and interpret policies and procedures.

Ability to work independently requiring minimal supervision.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent, supplemented by college level courses in bookkeeping, accounting or business management; and three years of experience as an account clerk which shall have included experience with computerized account systems, public contact and customer service; or any equivalent combination of acceptable educations and experience providing the knowledge, abilities and skills cited above.

Date: June 2003 srcserep.172_102_01

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

<u> </u>	Position Number: 172 Division: Customer Service							
Department. JCSA	Division. Customer Service							
<u> </u>	e identify the general aptitudes and physical requirement who have the position must be able to perform all essentiation.							
I. Mental Abilities: General learning ability underlying principles.	. The ability to "catch on" or understand instructions an							
 ☑ Ability to understand and follow oral instruction ☑ Ability to understand and follow written instruction ☑ Ability to guide and/or give instructions ☑ Ability to make decisions in accordance with established procedures and policies ☑ Not essential to job function 								
them effectively. To con	unings of words and ideas associated with them and to us imprehend language, to understand relationships between meanings of whole sentences and paragraphs. To presently.							
1. Speaking/Talking:	2. Hearing/Listening:							
 ☒ Answering telephone, radio, or switchboard ☒ Communicating with County officials ☒ Communicating with general public ☒ Communicating with vendors 	 ☑ Ability to distinguish between different tones ☑ For communication with County officials, public, vendors, supervisors and/or other employees ☑ Not essential to job function 							
☑ Communicating with supervisors and/or with other employees☐ Communicating with others	3. Reading: (ability to read and understand text)							
Not essential to job function	☑ Essential to job function☑ Not essential to job function							

Ш	. Numerical: Abili	ity to perform arithmetic operations quickly and accurately.
	■ Ability to perform	y perform accurate two digit calculations accurate calculations aided adding machine or measurement device b function
IV.	Spatial Abilities:	Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to "visualize" objects of two or three dimensions, or to think visually of geometric forms.
	☑ Essential function☑ Not essential func	
V.	Motor Coordinat	ion: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.
1.	Manual Dexterity	: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.
	 ☑ Use telephone ☑ Use switchboard ☑ Use radio/console ☑ Use a calculator ☑ Use a copy mach ☑ Use a fax machin 	Use power tools ine Other:
2.	Finger Dexterity:	Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.
	✓ Essential to job for the second of the second o	
	Explain:	

VI. Physical Demands:

1. <u>Strength</u>: The quality, state or property of being strong. The power to withstand strain, force or stress.

Please check (in appropriate boxes below.

Ability to	manipul	ate mate	Frequen	cy of Manip	oulation				
5- 5-10 10-15 15-25 25-50 50+						50+	Occasionally	Frequently	Continuously
Lift				/			✓		
Push/Pull				/			✓		
Hold/Carry				/			✓		

Lift				•			·				
Push/Pull				/			•				
Hold/Carry				/			•				
Manipulation o	lone fron	n: ⊠ grou	ınd to wai		⊠ waist ck all tha		l waist t	o should	der 🗖 above	shoulder	
Not essential to	o job fun	ction:	Lift	⊠ P	ush/Pull	\boxtimes	Hold/C	arry (Check all the	at apply)	
2. <u>Climbing</u> <u>La</u>	g: To m	ove up or	mount by		the hands	s or feet.		Ste	e <u>ps</u>		
Step ste□ 8' to 10□ Extensi□ Other _□ Not ess		Other	hts nore flight			☐ 1-2 ☐ 2-3 ☐ 3-4 ☐ Othe	er essential to j	ob function			
3. Ability to	3. Ability to Stand, Sit, Walk, and Run:										
	Please check (🗸) in appropriate boxes below.										

D	uration	(hours/	day)	Occasionally	Frequently	Continuously		
0-1	1-3	3-5	5-7	7-9	9+			
/						V		
			/				V	
/						~		
(Duration (hours/day) 1-3				

f walking or running, over wha	t type of terrai	n? ⊠	flat	☐ rough	☐ both
Not essential to job function:	☐ Stand	☐ Sit	☐ Walk	⊠ Run	(Check all that apply)

4. Stooping, Kneeling, Crouching, and/or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

						Daily	Amounts		
						20-50x			50+x Not essential to job function
5.	Reachi	ng, Ha	<u>ndlin</u>	ıg, Finge	ering, a	nd/or Fe	eeling:		
				, or put fo operate v			To touch	or gra	asp something, by extending or stretching
						Daily	Amounts		
				5-20x		20-50x			50+x Not essential to job function
6.	Seeing :	: To pe	rceive	e or comp	rehend b	y the sens	se of sight.		
	Essentia	Periph Night Focus Color Depth	eral vivision (distinue) percepercep	ision nctness or otion (disc	clarity) criminate ermine d	e between	colors)		Check all that apply) een objects)
VI	II. Driv	ing: T	Γhe ah	oility to tr	ansfer or	convey i	n a vehicle		

Transmission	Standard	Automatic	Multi-Gears	
Car				
Van				
Small Truck				
Medium Truck				
Large Truck				
Truck w/Equipment				
Heavy Bus Equipment				
Not essential to job function	n 🛛		\boxtimes	
Other (list)				

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